

Purpose

To provide a method for obtaining software for use within the Utah Department of Transportation.

Policy

Information Systems Services (ISS) will maintain a list of Standard Software and what types of applications use the software.

User actions to obtain software and ISS response actions will be followed so that costs are minimized and standardization is maintained to the maximum extent possible.

When an unusual number of requests for specific non-standard software occurs, the Local Area Network (LAN) committee will assign a Team to review a need to include it as Standard Software.

Procedures

Obtaining Software

UDOT 05A-2.1

Responsibility: User

Actions

1. Prepare documentation that justifies the need for the specific software.
2. Review the list from ISS of available Standard Software.
3. Prepare request for the software from the list of Standard Software if it will meet the needs. If the list of Standard Software does not meet the needs then the request will be for non-standard software.
4. Submit the request and justification to ISS.

Responsibility: Information Systems Services

5. If funds are not available, respond back to user.
6. If funds are available and the request is for Standard Software, ISS will purchase the requested software.
7. If funds are available and the request is for non-Standard Software, ISS will review the request for the software. If the justification warrants the purchase of the software, ISS will purchase the software and provide any disclaimers, for level of service, to the user. If the justification does not warrant the purchase of the software, ISS will respond back to the user with documentation as to why the request does not warrant the purchase. Non-standard software can not be the reason for not purchasing software. The user will then have the opportunity to review the request with ISS to work out any differences in the request. If the differences are not resolvable between the customer and ISS, the issue can be brought before the LAN Committee for arbitration.